UD-38

KitchenAid®

Kitchen Aid 27' French Door Refrigerators

Models:

KFIS27CXBL
KFIS27CXMS
KFIS27CXMS
KFIL27CXMS

Home Appliances

Prepared by: WHIRLPOOL CONSUMER CARE

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PART NO. W10323216

FORWARD

The following service update information is provided to make you more knowledgeable about Whirlpool, Roper, KitchenAid, Maytag, Jenn-Air, and Amana major appliances.

Service update information is designed for the experienced service specialist. It keeps you advised of the most recent improvements and product changes, and allows you to service these products more efficiently.

WHIRLPOOL CORPORATION assumes no responsibility for any repairs made on our products by anyone other than authorized In-Home Service Professionals.

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Whirlpool Corporation, Benton Harbor, MI 49022

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KITCHENAID 27’ FRENCH DOOR REFRIGERATOR WITH ICE AND WATER IN THE DOOR - TEMPEST II

Model Number	Description*
KFIS27CXBL	27’ FRENCH DOOR INW
KFIS27CXMS	27’ FRENCH DOOR INW
KFIS27CXWH	27’ FRENCH DOOR INW
KFIL27CXMS	27’ FRENCH DOOR INW

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Dimensions

Dimensions (Inches)	
Capacity	26.630
Depth	35 1/4
Height	70 1/8
Width	35 5/8
Depth Closed Excluding Handles	32 7/8
Depth Closed Including Handles	35 1/4
Depth Excluding Doors	29 1/16
Depth With Door Open 90 Degree	47 7/8
Height To Top Of Cabinet	68 9/16
Height To Top Of Door Hinge	70 1/8
Width of Cabinet Only	35 5/8
Width with Doors Closed	35 5/8

Product Design Overview

- Kitchen Aid 69” Full Depth FDBM
  - 27 ft Capacity
  - Energy Star Rated
- New UI Dispenser
  - Non-rotating spigot (WER design)
  - Victoria flush architecture
  - Measured fill
- Controls
  - USB port for photo upload
  - Resistive touch
  - Conversions, Substitutions, Use & Care
- On Door Ice Storage
  - KA graphics and handle color
- Exterior Features
  - Contour doors
  - Architect II handle
- Interior Features
  - Stationary shelves
  - Trilogy style crispers with glides
  - New temp controlled hippo pantry with glides
  - KA VBL door bins with grippers
  - Ramp-On LED lighting

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

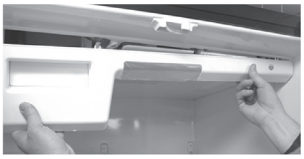
Removing Ice Maker Assembly

⚠WARNING

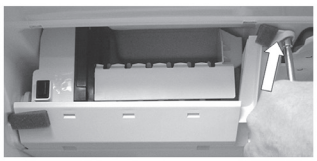
Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

The ice maker wiring harness is now being routed through the top of the cabinet. This change has made the removal and installation of the ice maker much easier.

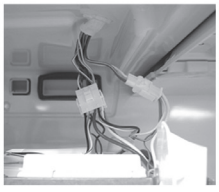
Insert a straight blade screwdriver in the slots on the bottom of the fascia and twist the blade to release.



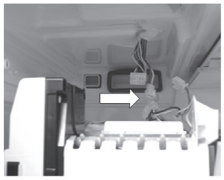
Pull out the bottom of the fascia and roll up to release the hooks on the top of the fascia.



Remove the ¼ screw securing the ice maker assembly to the top of the cabinet.



Move a shelf to the top position on the left RC ladder. Remove the ice maker assembly and rest on the shelf.



Disconnect the wire harnesses and remove the ice maker assembly.

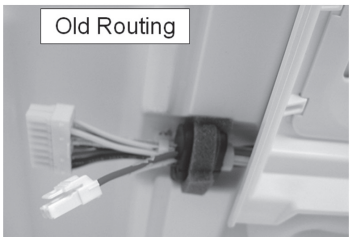
*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Wiring Harness Routing Change

⚠ WARNING

Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

The elimination of the harness grommet and gasket reduces the opportunity of air leakage into the refrigerator compartment. This feature will carry over into all 27’ FD refrigerators beginning March 2010 production.



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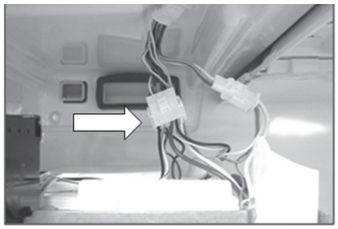
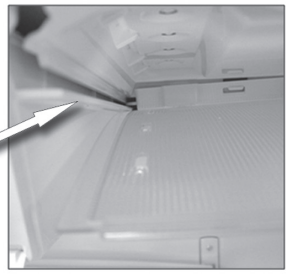
Installing Ice Maker Assembly

⚠WARNING

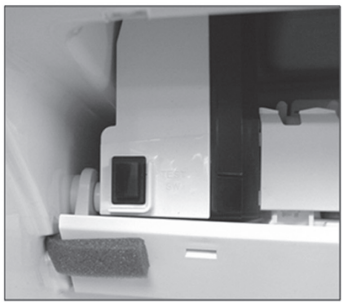
Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.



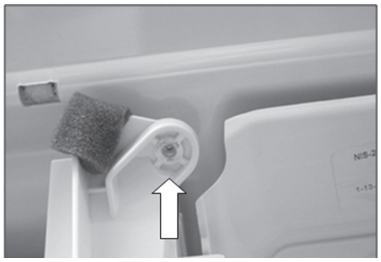
Rest the ice maker on the top shelf. Connect wire harnesses.



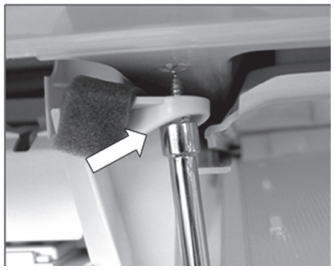
Tilt the ice maker assembly and insert the lip on the right hand side of the assembly into the channel on the cover.



After positioning the right side of the ice maker, raise the left side and align the hanger bracket on the cabinet stud.



If the ice maker is installed properly, the hole in the ice maker assembly should align with the hole on the top of the cabinet.



Insert ¼" screw.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Installing Fascia

Insert hooks in top of fascia into slots in top of cabinet and roll bottom of fascia in and up.

Make sure light shield is held in position by the fascia.

Snap the fascia into place.

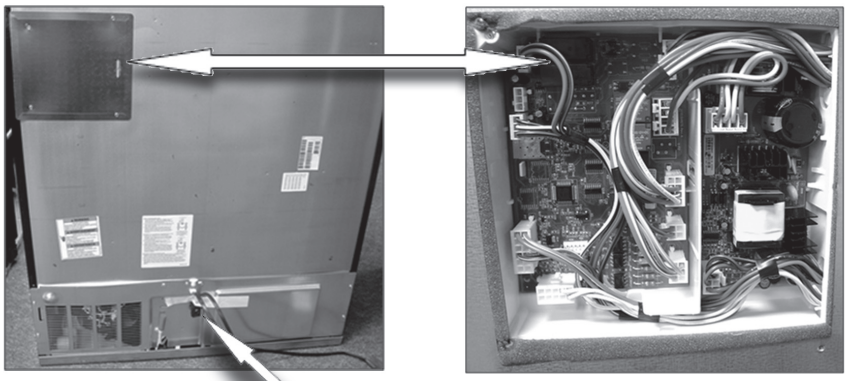
*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Back Of Unit

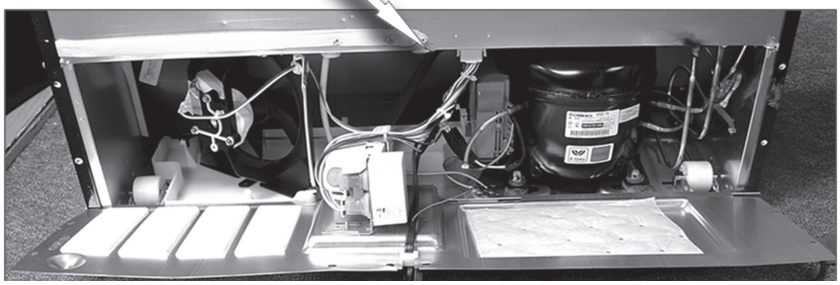
Power Supply and Control Board

⚠WARNING

Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.



Machine Compartment



View of the back of the unit – no changes to the old Tempest design.
Refer to Job Aid R-109 more infomation.

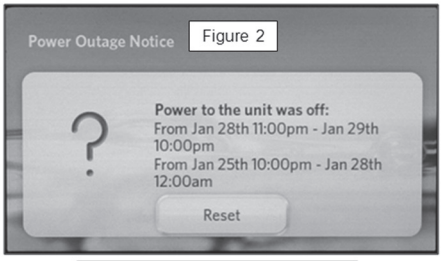
*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

KitchenAid Tempest User Interface

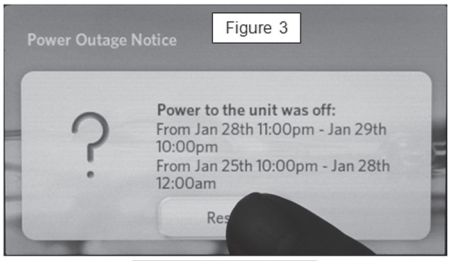
The KitchenAid dispenser incorporates a photo display feature. Downloads are accomplished using a USB connection located under the User Interface.

Programming - Power Up

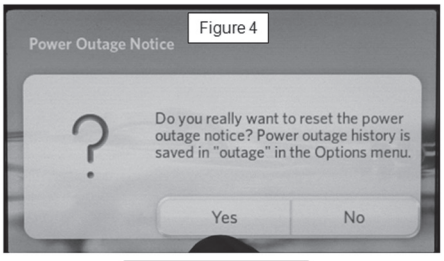
Power Up


Power Outage Notice
Figure 2
Power to the unit was off:
From Jan 28th 11:00pm - Jan 29th 10:00pm
From Jan 25th 10:00pm - Jan 28th 12:00am
Reset

Power Outage Notice


Power Outage Notice
Figure 3
Power to the unit was off:
From Jan 28th 11:00pm - Jan 29th 10:00pm
From Jan 25th 10:00pm - Jan 28th 12:00am

Touch Reset

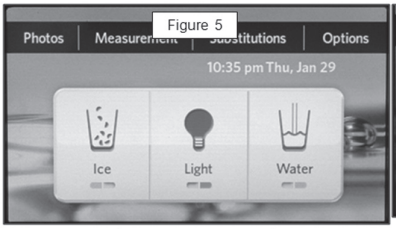

Power Outage Notice
Figure 4
Do you really want to reset the power outage notice? Power outage history is saved in "outage" in the Options menu.
Yes
No

Confirm Reset

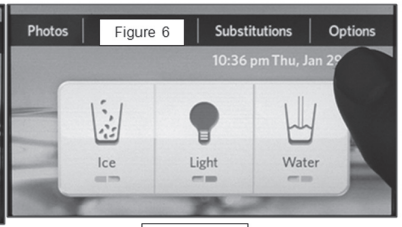
Figure 1 – When the refrigerator is first powered up, the KitchenAid logo is displayed.
Figure 2 – If the refrigerator has been powered up previously and was disconnected from power for any reason the power outage screen will be displayed. The date and time of the power outage will be displayed.
Figure 3 – Touch Reset.
Figure 4 – Confirm whether you want to delete power outage history – touch Yes or No.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

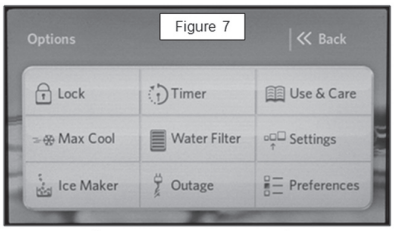
Options



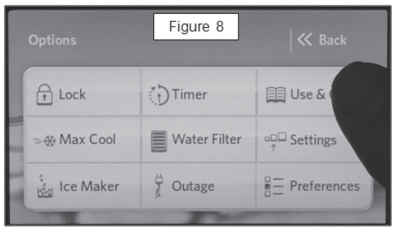
Home Screen



Options



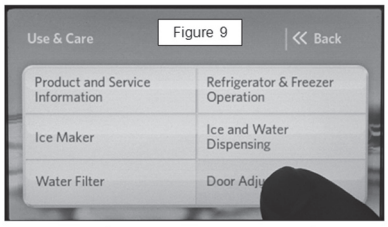
Option Choices



Example Use and Care

Figure 5 – Home Screen: Photos, Measurements, Substitutions, Options, Displays Time and Temperature, Ice, Light, and Water.
Figure 6 – Select Options.
Figure 7 – Options Screen Lock , Max Cool, Ice maker, Timer, Water Filter, Power Outage, Use and Care, Settings, and Preferences.
NOTE: The Use and Care Option is new.
Figure 8 – Select Use and Care Option. A unique feature of The KA Tempest is the Use and Care Option – This option allows the consumer to view a portion of the information contained in the Use and Care Manual.

New Use and Care Option



Door Adjustment

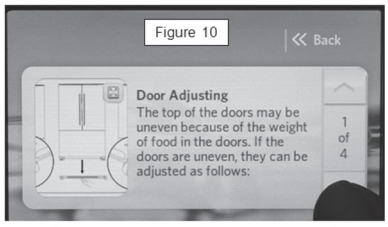


Figure 10
Back
Door Adjusting
The top of the doors may be uneven because of the weight of food in the doors. If the doors are uneven, they can be adjusted as follows:
1 of 4

Slew through the 4 screens

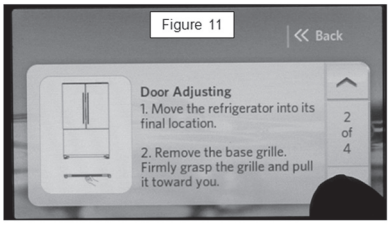


Figure 11
Back
Door Adjusting
1. Move the refrigerator into its final location.
2. Remove the base grille. Firmly grasp the grille and pull it toward you.
2 of 4

Screen 2 of 4

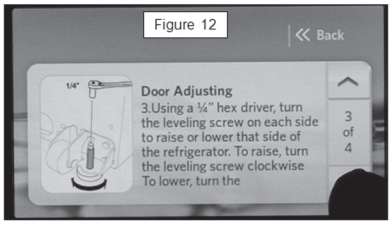


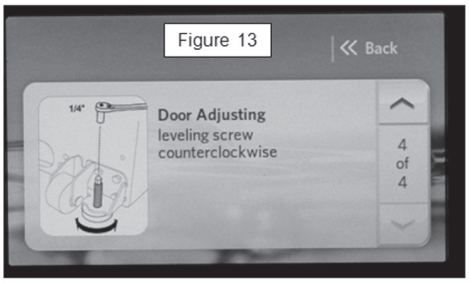
Figure 12
Back
Door Adjusting
3.Using a ¼" hex driver, turn the leveling screw on each side to raise or lower that side of the refrigerator. To raise, turn the leveling screw clockwise To lower, turn the
3 of 4

Screen 3 of 4

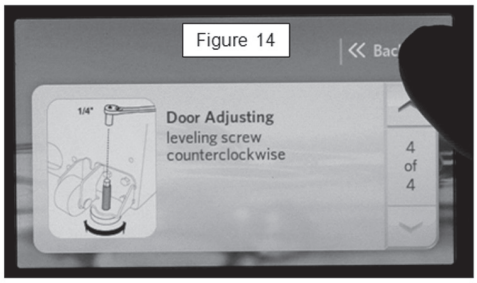
Figure 9 – Use and Care Screen Product and Service Information, Ice Maker, Water Filter, Refrigerator and Freezer Operation, Ice and Water Dispensing, Door Adjustment. (Example of Information: Door Adjustment Selected)
Figure 10 – Page 1 of 4 of Door Adjustment Instructions Page through the information using the Up/Down arrows.
Figure 11 – Page 2 of 4
Figure 12 – Page 3 of 4

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

New Use and Care Option



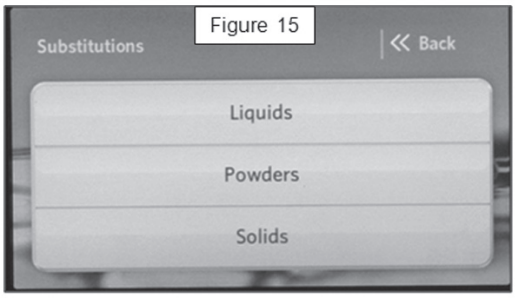
Screen 4 of 4

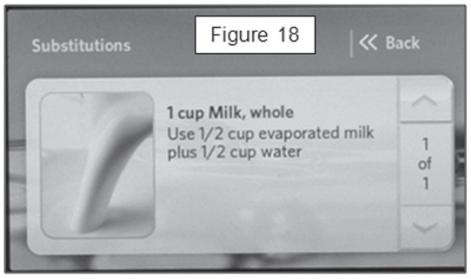


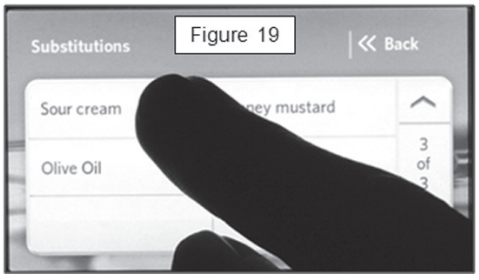
Return to Option Screen or Home Screen

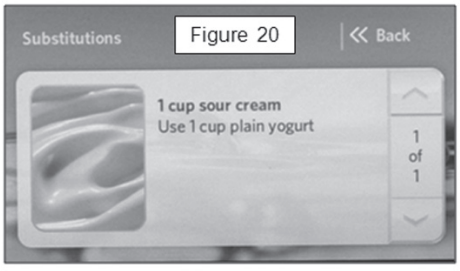
Figure 13 – Page 4 of 4 – Door adjustment shown
Figure 14 – Select Back to return to Option or Home page

New Substitutions Option





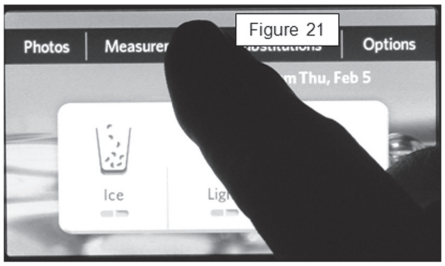


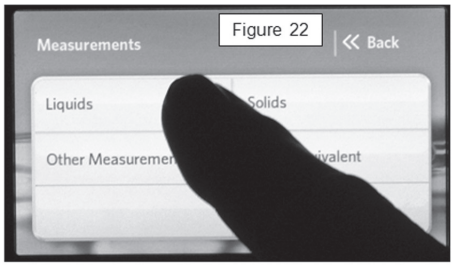


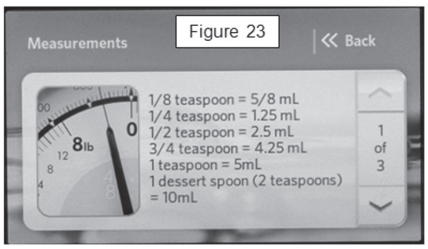
Provides substitutions for common ingredients used in recipes.
Recommends ingredients that can be substituted for some liquids, powders and solids that you may not have on hand when preparing a recipe.

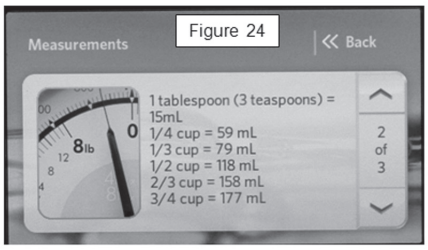
*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

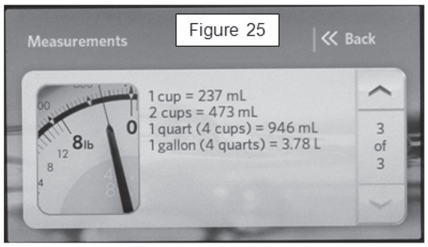
New Measurements Option











Provides measurement equivalents for common liquids, solids, butter and miscellaneous items.

New Photo Display Feature

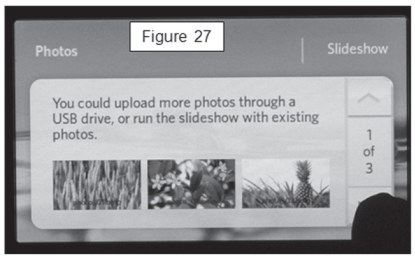
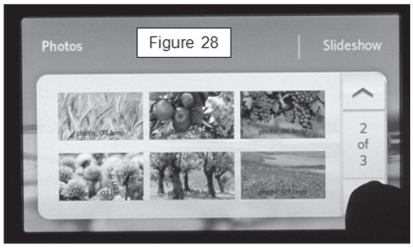
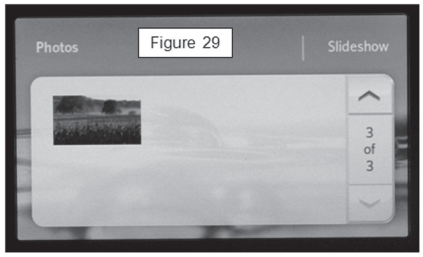


Figure 27
Photos
Slideshow
You could upload more photos through a USB drive, or run the slideshow with existing photos.
1 of 3



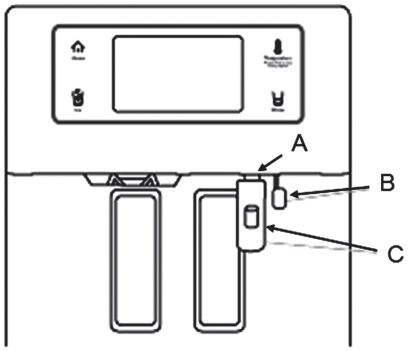


The refrigerator comes from the factory with the display screen preloaded with photos provided by the manufacturer. These default photos will be hidden when a picture is uploaded. If there is no uploaded photo or all uploaded photos are deleted, the default photos will appear again.

Figure 26 – Select Photos
Figures 27- 29 – Page up or down to view photo pages.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Uploading Photos



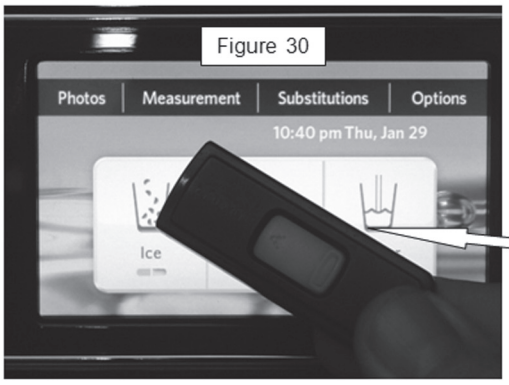
A. USB Port
B. Cover
C. USB Memory Device

A USB port is located under the display screen in the dispenser area.

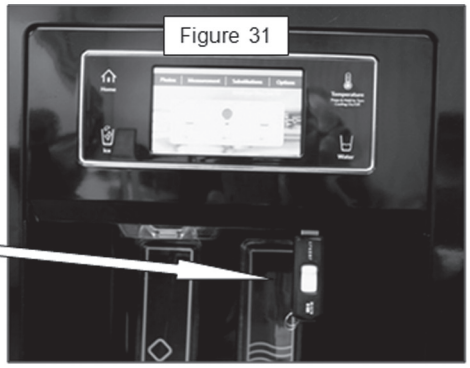
Important: A USB memory device is not provided with the refrigerator. Some USB memory devices are not readable.

- The USB port supports only USB 1.1 and 2.0 standard memory devices. Photos to be uploaded must be stored in the main directory of the USB device, not in a folder.
- The USB does not work as a charging device.
- The ice and water dispensers will not function when the USB memory device is inserted into the USB port.

Important: Photos uploaded cannot be retrieved or transferred.



Use only 1.1 or 2.0 USB Flash Drive Containing jpg. Images



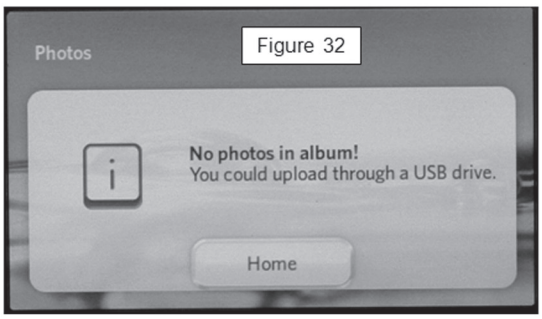
Remove Cover and Plug in Flash Drive, USB Should Begin To Upload.

- The memory has a capacity of 100 photos. The device converts any size jpg. image to a fixed 480x272 pixel size. The higher the resolution of the image, the longer it will take to upload (convert), therefore you may notice a difference in upload times.

- When a picture is uploaded multiple times, only one copy of the picture will be stored.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Uploading Photos (continued)



Album Empty Screen

No Photos Identified

Figure 32 – Album is empty – (All photos have been deleted) upload photos.

Figure 32A – If "No Photos Identified" message is displayed, make sure:

- ▶ Images are JPEG.
- ▶ An USB flash drive USB 1.1 or 2.0 standards is been used (No cameras, I pods, cell phones, external hard memory, etc).
- ▶ Pictures are not inside folders.

Upload Progress Screen

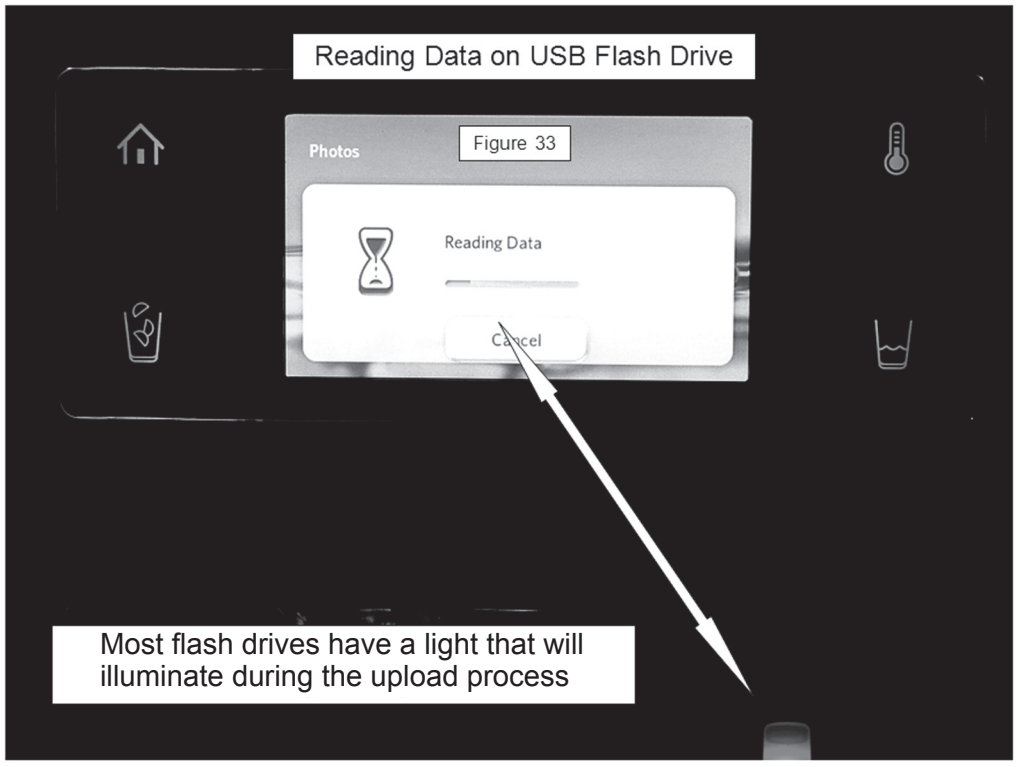

Reading Data on USB Flash Drive
Photos
Figure 33
Reading Data
Cancel
Most flash drives have a light that will illuminate during the upload process

Figure 33 - Upload Progress Screen
Screen indicates progress of downloading USB.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Upload Interruptions

Upload process will be interrupted:

- If any of the following are pressed: **fill** buttons, **dispenser** paddles or **cancel.**
- If a **Door Alarm** or **Power Outage** occurs during uploading.
- If the USB memory device is removed.

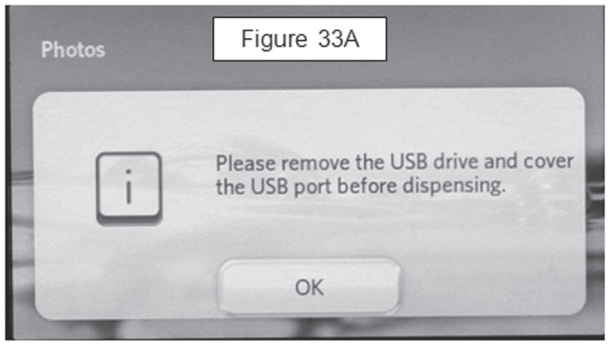
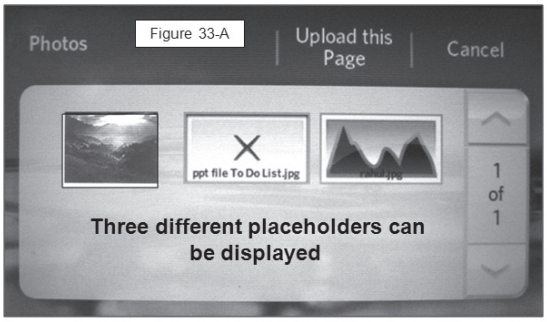


Figure 33A
Screen displayed if trying to use dispenser with USB inserted
Note: If the USB device is removed while uploading photos, the display will show only the photos that have been completely transferred, the display will return to the Home screen.

Placeholders



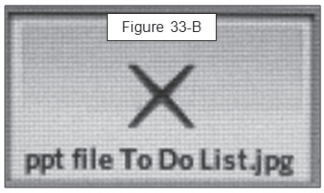


Figure 33-B
This is a corrupted file. It won't be uploaded.

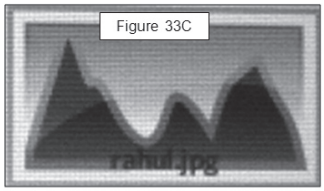
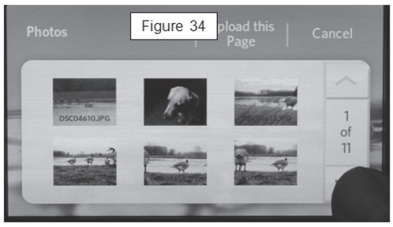


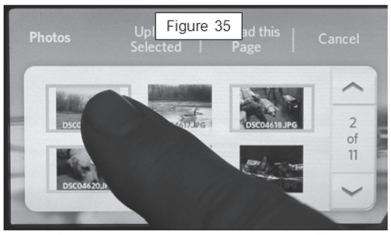
Figure 33C
The image does not have a thumbnail for preview but it can be uploaded with no issues.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

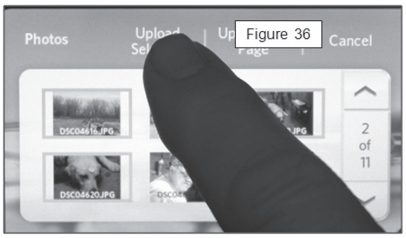
Selecting Specific Photos to Upload



View Thumbnails of Flash Drive Photos



Select Photos To Upload



Touch “Upload Selected”

The control panel will display all JPEG photos found on the USB memory device. Touch the photos you wish to select. The selected photos will be highlighted.

NOTE:
A selected images will be unselected if it is touched again.
Multiple photos can be selected from different pages. Touch Upload Selected pad to begin Upload.

Upload Progress Screens

Figure 37
Photos
Uploading Photos
Up to 6 photos can be uploaded at a time.
To decrease upload time, please consider reducing the photo resolution. Refer to User Manual for details.
Uploading photo 1 of 3
Cancel

Uploading Photo 1 of 3

Figure 38
Photos
Uploading Photos
Up to 6 photos can be uploaded at a time.
To decrease upload time, please consider reducing the photo resolution. Refer to User Manual for details.
Uploading photo 2 of 3
Cancel

Uploading Photo 2 of 3

Figure 39
Photos
Uploading Photos
Up to 6 photos can be uploaded at a time.
To decrease upload time, please consider reducing the photo resolution. Refer to User Manual for details.
Uploading photo 3 of 3
Cancel

Uploading Photo 3 of 3

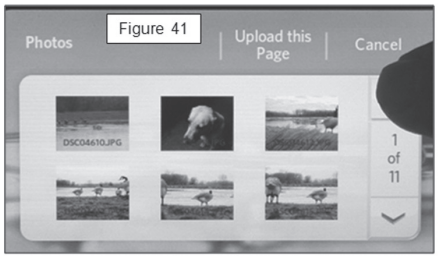
Upload Complete
Upload More - View Uploaded

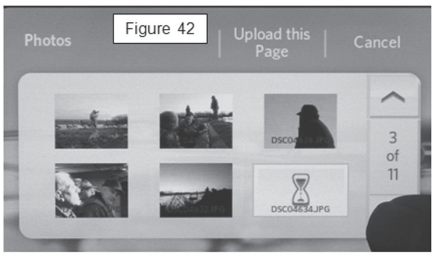
An Upload progress screen indicates the total number of photos and which photo is being uploaded.
Note: Higher resolution photos will require more time to upload than lower resolution photos; this is normal.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

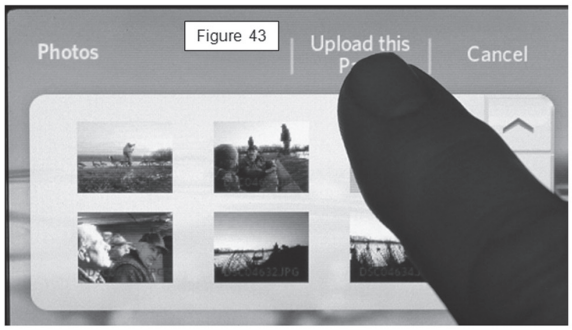
Upload Page

An entire page of photos (6 photos) can be uploaded by touching the Upload Page pad.





Use Up/Down Arrows to Slew Through Pages



Upload Page (6 Photos)

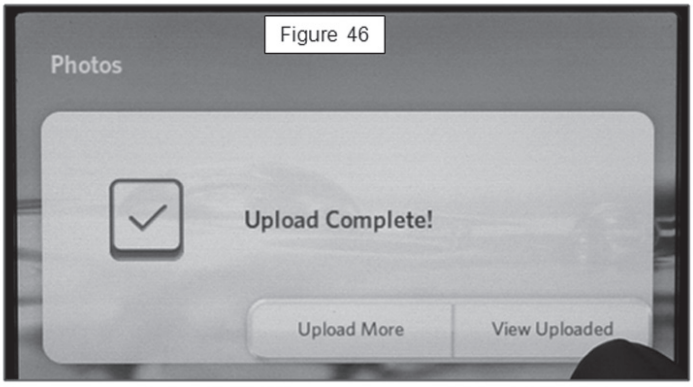
Uploading Page Progress Screen

Figure 44
Photos
Uploading Photos
Up to 6 photos can be uploaded at a time.
To decrease upload time, please consider reducing the photo resolution. Refer to User Manual for details.
Uploading photo 1 of 6
Cancel

Progress Screen

Figure 45
Photos
Uploading Photos
Up to 6 photos can be uploaded at a time.
To decrease upload time, please consider reducing the photo resolution. Refer to User Manual for details.
Uploading photo 6 of 6
Cancel

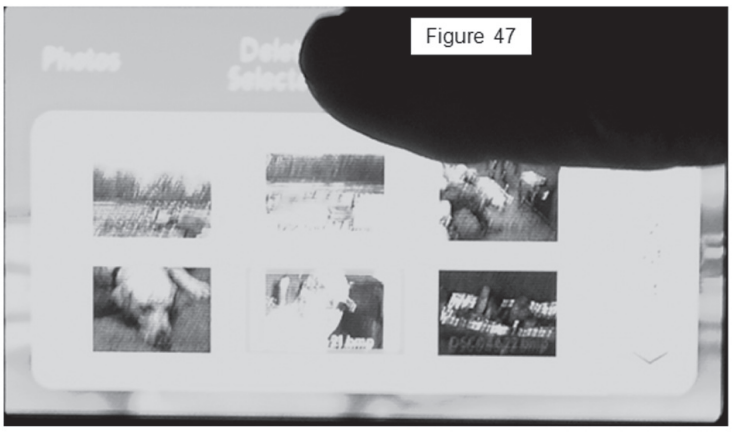
Indicates Uploading Status of Each Photo

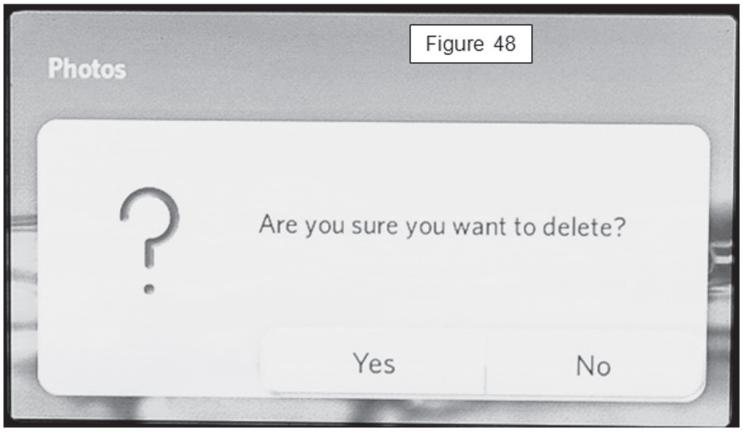


Upload Complete – Upload More - View Uploaded

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

Deleting Photos





Delete Photos From Memory

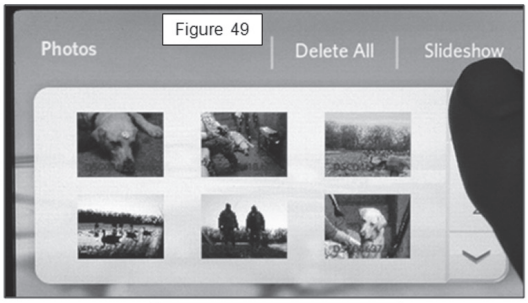
Photos can be removed from the memory once uploaded.

1. Select the image you wish to delete by touching it. The selected photo will be highlighted.
2. Press the Delete Selected pad to delete the selected photos, or touch the Delete All pad to delete the page.

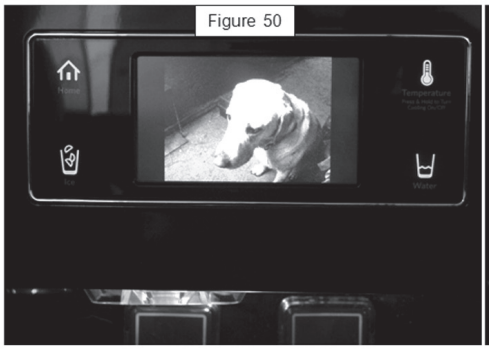
Note: A Factory Reset will also delete all uploaded from the display screen.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

View Slideshow



Select Slideshow



All Downloaded Photos Are Displayed In A Continuous Loop For 60 Minutes

1. From the Home Screen, touch photos, photos previously uploaded will be displayed.
2. Touch Slideshow, all uploaded photos will appear in the Slideshow.

Note: After 1 hour of running time, the display screen will automatically return to the Energy Save Mode (Sleep Mode). Touch the display screen to exit Energy Save Mode (Sleep Mode) and return to the Slideshow.

Important: Slideshow will be interrupted if any of the following occur:

- If any of the fill pads or dispenser paddles are pressed, or if you press anywhere in the display screen.
- If a door alarm or power outage occurs.
- When Slideshow is interrupted, restart the slideshow by following steps 1 and 2.

*Always refer to Service Sheet and Use and Care Manual for information specific to the refrigerator you are servicing.

FOR SERVICE TECHNICIAN'S USE ONLY

Tech Sheet **Do not Discard**

⚠ DANGER

Electrical Shock Hazard

Only authorized technicians should perform diagnostic voltage measurements.

After performing voltage measurements, disconnect power before servicing.

Failure to follow these instructions can result in death or electrical shock.

⚠ WARNING

Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

Voltage Measurement Safety Information

When performing live voltage measurements, you must do the following:

- Verify the controls are in the off position so that the appliance does not start when energized.
- Allow enough space to perform the voltage measurements without obstructions.
- Keep other people a safe distance away from the appliance to prevent potential injury.
- Always use the proper testing equipment.
- After voltage measurements, always disconnect power before servicing.

No-Load Performance, Controls in Normal Position

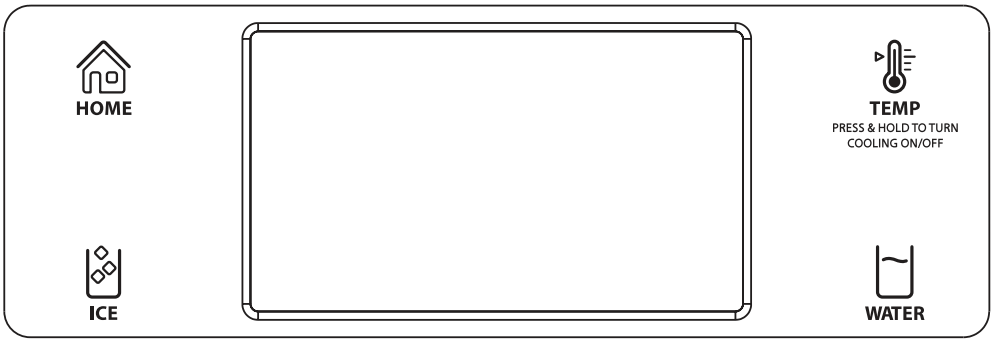
	Kw/24 hr ±0.4	Percent Run Time ±10	Cycles/24 hr ±10	Refrigerator Center Compartment Average Food Temperature ±4°F	Freezer Compartment Average Food Temperature ±5°F	Ice Maker Compartment Average Temperature ±5°F
Ambient °F	70° 90° 110°	70° 90° 110°	70° 90° 110°	70° 90° 110°	70° 90° 110°	70° 90° 110°
27 cu ft	1.2 1.7 3.0	70 80 90	14 14 10	38 38 38	0 0 0	15 15 15

Temperature Relationship Test Chart

	Evaporator Outlet ±3°F	Evaporator Inlet ±3°F	Suction Line ±7°F	Average Total Wattage ±10%	Suction Pressure ±2 PSIG	Head Pressure ± 5 PSIG
Ambient °F	70° 90°	70° 90°	70° 90°	70° 90°	70° 90°	70° 90°
27 cu ft	-4 -6	-4 -6	75 97	70-85 75-100	6.0 3.6	70 125

Component Specifications

Component	Specifications all parts 115VAC/60HZ unless noted
Compressor	VEGZ7H
	BTUH..... Variable
	Watt..... 60 Hz / 113 watts
	Current Lock rotor..... 3.3 amps± 15%
	Current Full load..... 3.3 amps± 15%
	Resistance Run windings..... 6.4 ohms± 15%
	Resistance Start windings..... 6.4 ohms± 15%
	Inverter..... 3-6 VDC, Red / White =120 VAC
Electric damper control	Maximum closing time..... 16 seconds
	Temperature Rating..... 20°F- 110°F
	RPM..... 4.2
Thermistor	Temperature..... Resistance
	77°F..... 2700 ohms± 1.8%
	36°F..... 7964 ohms± 1.0%
	0°F..... 23345 ohms± 1.8%
Condenser motor	Rotation (facing end opposite shaft)..... Clockwise
	RPM..... 1090 RPM
	Watt..... 3.4 watts±15%@115VAC
	Current..... 0.085 amps± 15%@115VAC
Evaporator fan motor	Rotation (facing end opposite shaft)..... Clockwise
	RPM..... 3000 RPM
	Watt..... 5.5 ±15% watts@12 VDC
	Note: Fan blade must be fully seated on shaft to achieve proper airflow.
Thermostat (Defrost)	Volt..... 120/240 VAC
	Watt..... 495 watts
	Current..... 5.8/3.75 amps
	Resistance across terminals: 56 K ohms
	Above 32°F ±5°..... Open
	Below 17°F ±7°..... Closed
Evaporator heater	Volt..... 115 VAC
	Wattage..... 470 ±5% watts @ 115VAC
	Resistance..... 29.0 ±5% ohms
Control board	Volt..... 120VAC, 60 HZ
Dual Water Valve	Watts..... Blue side 20w,Yellow side 20w
Smart Valve (Isolation)	Watts..... 20w
Ice Box Fan	Rotation (facing end opposite shaft)..... Clockwise
	RPM..... 3000 RPM
	Watt..... 5.5 ±15% watts@12 VDC
Light switch	Type..... SPST NC
	Volt..... 125/250 VAC
	Current..... 8/4 amps



Service Diagnostics Mode:

1. Activate the keypad by touching the screen.
2. Press and hold the Home button. While holding Home button press and hold the Temperature button.

NOTE: If the Temp button beeps, you must start procedure over.

3. Release the Home button and the Temp button simultaneously.
4. On the service menu press service diagnostics .

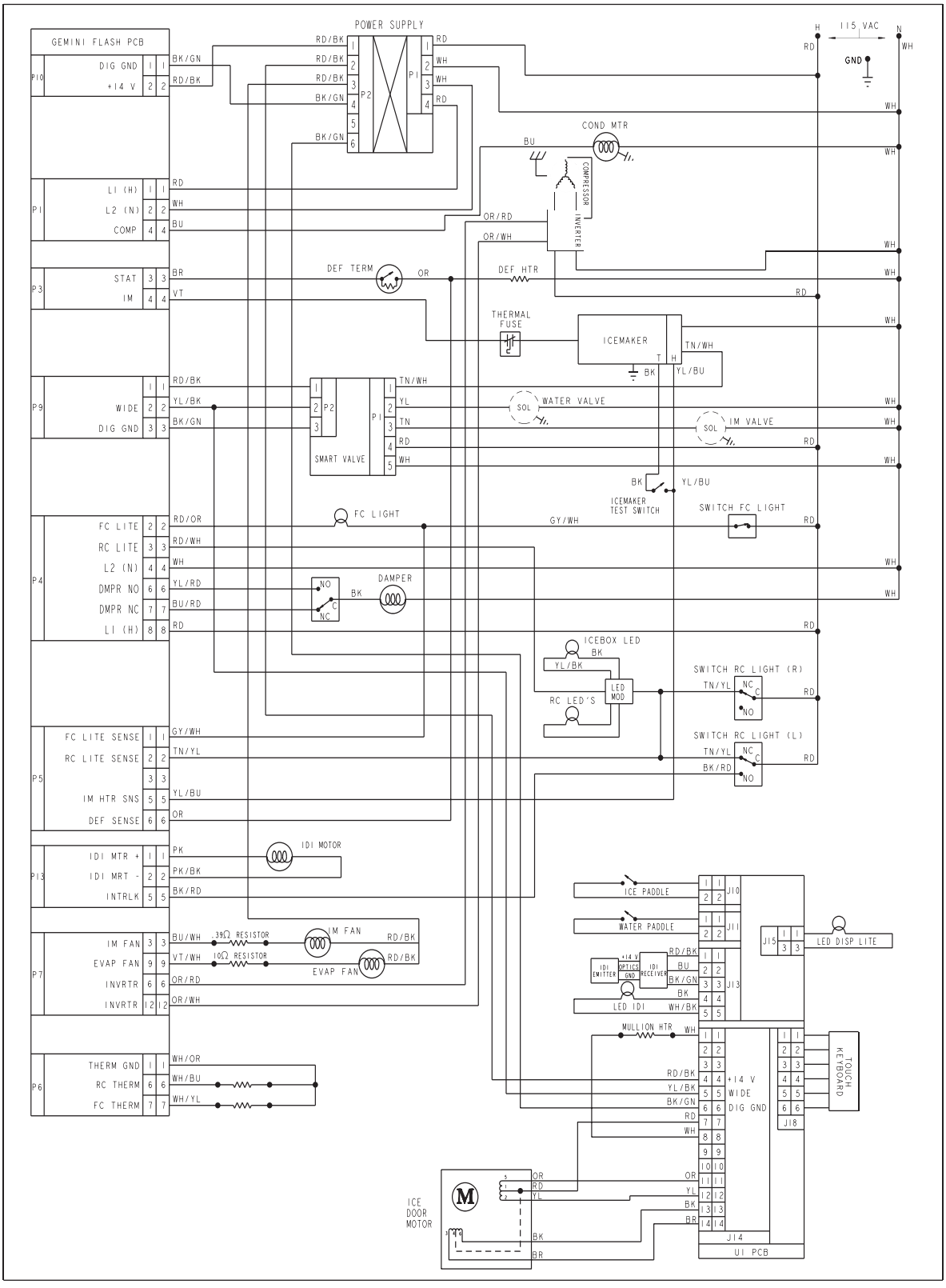
NOTE: The Service Mode can be exited at any time by pressing the back key twice or if left unattended for 20 minutes.

1. **Freezer Compartment Thermistor**
   Status 01Pass
2. **Refrigerator Compartment Thermistor**
   Status 01Pass
3. **Evaporator fan motor & air baffle motor**
   Status 02 fan ON / air baffle cycles open and close
4. **Compressor Status / Speed**
   Press an option to change compressor status or speed.
   Status ON / MAX OFF / MIN
5. **Defrost Heater / Bimetal**
   Status 01 Bimetal Closed
6. **Defrost Mode**
   Press an option to change defrost mode - Adaptive defrost on 8 hour basic mode.
   When switching options disreguard exit mode for ADC.
7. **Button and Dispenser pad test**
   Touch any key or pad to test.
8. **Dispenser Lighting**
   Select ON or OFF to test dispenser lighting.
9. **Refrigerator compartment door switch**
   Status 02 door closed 01 door open
10. **Freezer compartment door switch**
    Status 02 door closed 01 door open
11. **Ice Door Motor**
    Place cup under ice chute, press ice dispenser to perform test.
    Status 01 door closed 02 door opening 03 door open 04 door closing
    NOTE: Prolonged time delay
12. **Water Filter Gallon Usage**
    Status Gallons used since reset

13. **Water Filter Usage Rating**
    Status 199
14. **Water Filter Time Usage**
    Status days since reset
15. **Water Filter Time Rating**
    Status add days after 182
16. **Water Dispense Fill Test**
    Place cup under spigot press pad to initiate test.
17. **Water Dispenser Fill Test**
    Status Valve OFF / ON
18. **Ice Maker Fill Test**
    Make sure ice Maker mold is empty before performing test.
    Remove icemaker front cover to press icemaker test switch.
    Status ice maker fill OFF. Wait for icemaker unit to cycle.
19. **Ice Level Sensor**
    Make sure the bin is present and not full before performing test.
    Status 02 Bin not full and present
20. **Ice Bin Thermistor**
    Status 01 Pass
21. **Ambient Thermistor**
    Status 01 Pass
22. **Humidity Sensor**
    Status 01 Shows actual humidity reading.
23. **Ice Box Fan Motor & Ice Box Air Baffle Motor**
    Status 02 Fan ON/air baffle closed - ON/OFF delayed cycle
24. **Mullion Heater**
    Status ON / OFF to control heater - test ON/OFF
25. **Mullion Heater Mode**
    Press an option to change mullion heater mode sensor operation.
    Status ON / OFF OFF = heater ON 100% of the time
26. **Forced Defrost Mode**
    Press an option to change forced defrost mode
    No Forced Defrost / Short Defrost / Long Defrost
27. **Exit**
    The Service Mode can be exited at any time by pressing the back key twice

NOTE: When Service Mode is entered, all main control board loads: defrost heater, compressor, fans, ice maker, etc. are turned off. Only the load being checked during a diagnostic step is energized.

Exceptions:
The ice bin light illuminates anytime a refrigerator compartment door is open.
(10 minute maximum if door is left open)
The mullion heater circuit remains energized (at a rate of 0%, 30%, 70% or 100% of its power dependent on previous setting). The mullion heater remains on until diagnostic step 25 (mullion heater step), where the technician can turn on/off for testing. Once the Service Mode is exited, the mullion heater goes back to the last state previous to entering into Service Mode.



Smart Valve		Main Control																Power Supply		
P2	P1	P13	P10	P9	P8	P7	P6	P5	P5	P4	P4	P3	P1	P2	P1	From	To	
P2-2	P1-4	P13-5	P10-1	P9-2	P8-2	P7-9	P6-7	P5-6	P5-5	P4-7	P4-6	P3-4	P1-2	P2-3	P1-3	P1-1	P1-2	Voltage Test Points
P2-1	P1-3	P13-1	P10-2	P9-1	P7-6	P6-6	P5-2	P4-4	P4-3	P3-3	P1-1	P2-2	P1-1	P1-4	P2-4			
P1-5	P1-5	P13-2	P10-2	P9-3	P7-3	P6-1	P5-1	P4-6	P4-8	P1-2	P1-2	P2-1	P1-2	P2-4	P1-4			
P2-3	P1-5	P13-3	P10-1	P8-2	P7-12	P6-6	P5-1	P4-4	P4-8	P1-2	P1-4	P2-3	P1-3	P2-6	P1-2			
Communication	115 VAC	115 VDC	Communication	Communication	14 VDC	14 VDC	115 VAC	115 VAC	115 VAC	115 VAC	115 VAC	14 VDC	115 VAC					

*Compressor must be off
**RC left door closed
***Icemaker calling for water
****Dispenser calling for water

TRAINING EVALUATION

Please use this page as a reminder to provide us with feedback on today's meeting.

Complete the online evaluation form, located on the Service Matters website @:

www.servicematters.com

Instructor's Name: _____

Today's Training Date: _____